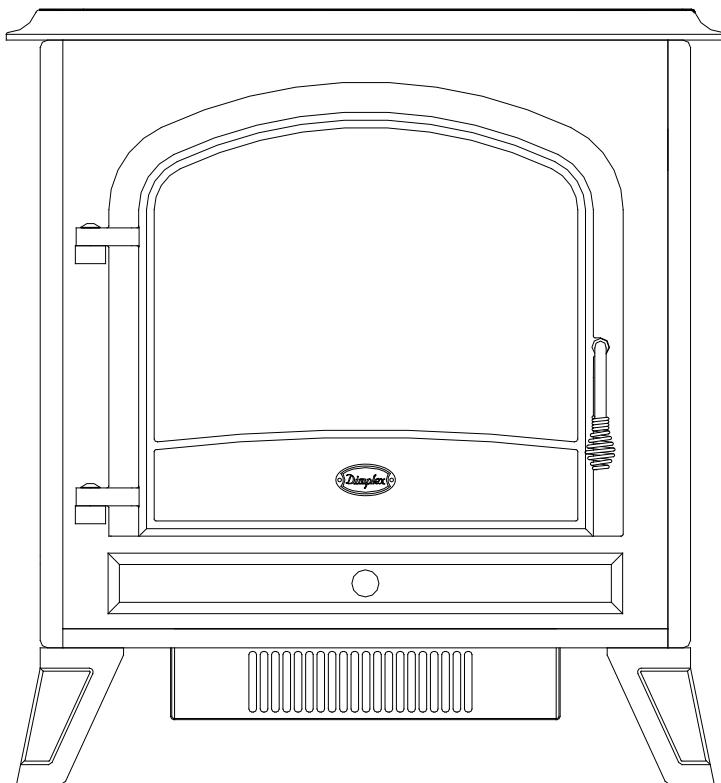




Better solutions through innovation



Service Manual

Model Numbers:

DS5598

DS5603

DS5804

SS5800PB

SS5858N

Dimplex North America Limited

1367 Industrial Road • Cambridge ON Canada N1R 7G8

1-888-346-7539 • www.dimplex.com

In keeping with our policy of continuous product development, we reserve the right to make changes without notice.

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Operation

To access the controls go to the back of the Stove, depending on the model the controls will be like Figure 1 or 2.

Figure 1

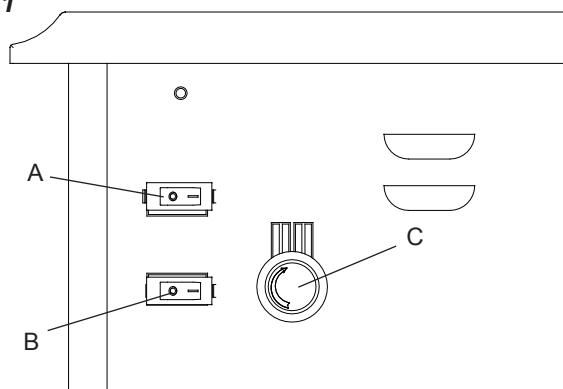


Figure 1 Controls

A. Main On/Off Switch

The on/off switch supplies power to all unit functions (heat and flame)

B. Heater On/Off Switch

The Heater On/Off Switch supplies power to the heater fan and the heater element.

C. Heater Thermostat Control

To adjust the temperature to your individual requirements, turn the thermostat control clockwise all the way to turn on the heater. When the room reached the desired temperature, turn the thermostat knob counter clockwise until you hear a click. Leave in this position to maintain the room temperature at this setting. For additional heat, turn clockwise until you hear the click again and the heater will turn on. To turn the heater off, switch the Heater On/Off Switch to the OFF position.

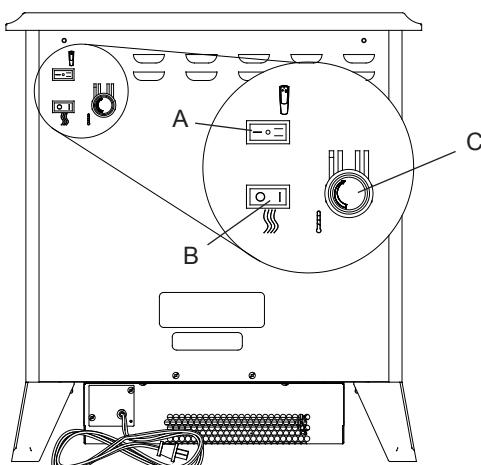
! NOTE: When the heater is switched ON, the heater fan will operate. The heater element may or may not be on, depending on the thermostat control setting (SEE "HEATER THERMOSTAT CONTROL").

Figure 2 Controls

A. Three Position On/Off Switch

The switch has two On positions marked with “-” and “=”.
The “-” position is for manual operation. In this position, the built-in remote control is bypassed.

Figure 2



The “=” position is for operating the unit with the provided remote control. When in “=” position the unit is operated with the ON and OFF buttons of the remote control.

When the switch is in the center position the unit is off.

B. Heater On/Off Switch

The Heater On/Off Switch supplies power to the heater fan and the heater element.

C. Heater Thermostat Control

To adjust the temperature to your individual requirements, turn the thermostat control clockwise all the way to turn on the heater. When the room reached the desired temperature, turn the thermostat knob counter clockwise until you hear a click. Leave in this position to maintain the room temperature at this setting. For additional heat, turn clockwise until you hear the click again and the heater will turn on. To turn the heater off, switch the Heater On/Off Switch to the Off position.

! NOTE: When the heater is switched On, the heater fan will operate. The heater element may or may not be on, depending on the thermostat control setting.

Resetting The Temperature Cutoff Switch

Should the heater overheat, an automatic cut out will turn the heater off and it will not come back on without being reset. It can be reset by switching the Main On/Off Switch to Off and waiting 5 minutes before switching the unit back on.

! CAUTION: If you need to continuously reset the heater, unplug the unit and call Dimplex North America Limited at 1-888-346-7539.

Remote Control (Figure 2)

The stove is supplied with an integrated On/Off remote control, that is factory synchronized with the stove.

To operate, push the ON button to turn stove on, push the OFF button to turn the stove off. The amount of heat produced will be dependant on positioning of manual heat controls.

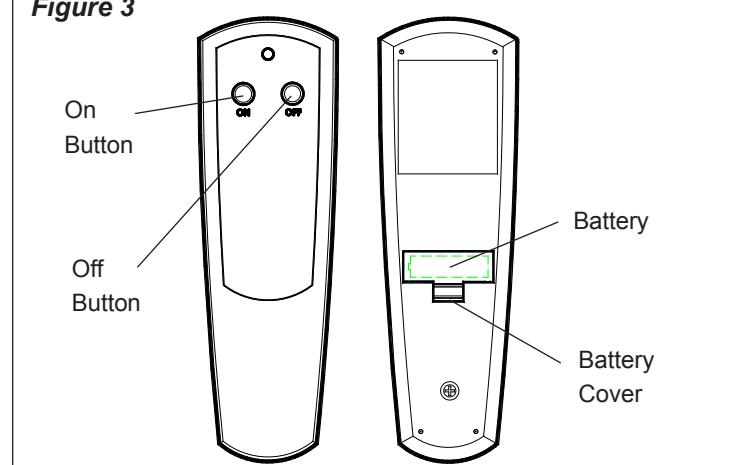
! NOTE: Ensure that the stove's On/Off switch is set to the remote control setting (“=” position).

Initialization/Reprogramming

Follow these steps for remote control initialization if required:

- ① Set the main power switch to OFF.

Figure 3



- ② Set the 3 Position Switch to the Remote position (refer to Operation Section).
- ③ Wait a minimum of five (5) seconds and then turn the main power ON.
- ④ **Within** 10 seconds of re-acquiring power, press the ON button located on the remote control.

! NOTE: You will have only 10 seconds to perform this last step. Failure to do so will result in these steps needing to be followed again.

This will synchronize the remote control and receiver.

Battery Replacement

- ① Slide battery cover open on the remote control (Figure 4).
- ② Correctly install one (1) 12 Volt (A23) battery in the battery holder.
- ③ Close the battery cover.

 Battery must be recycled or disposed of properly. Check with your Local Authority or Retailer for recycling advice in your area.

Maintenance

⚠ WARNING: Disconnect power before attempting any maintenance or cleaning to reduce the risk of fire, electric shock or damage to persons.

Light Bulb Replacement

⚠ CAUTION: Allow at least five (5) minutes for light bulbs to cool off before touching bulbs to avoid accidental burning of skin.

Light bulbs need to be replaced when you notice a dark section of the flame or when the clarity and detail of the log exterior disappears. There are two bulbs under the log set which generate the flames and embers.

Tool Requirements: Phillips screw driver

Helpful Hints: It is a good idea to replace all light bulbs at one time if they are close to the end of their rated life. Group replacement will reduce the number of times you need to open the unit to replace light bulbs.

Upper Light Bulb Requirements: Quantity of one (1) clear chandelier or candelabra bulbs with an E-12 (small) socket base, 7 Watt rating.

Upper Bulb Replacement

1. Open door by pulling the handle.
2. Locate the upper bulb bracket. Bend light retainer bracket down. Locate and remove the light bulb. Insert new bulb.
3. Bend light retainer bracket back into its original position.
4. Close the door.

Lower Light Bulb Requirements: Quantity of two (2) clear chandelier or candelabra bulbs with an E-12 (small) socket base, 60 Watt rating.

Lower Bulb Replacement

1. Open door by pulling the handle. Remove the screw from the log set located in the center of the ember bed and

- remove the log set from the unit.
2. Locate and examine the bulbs to determine which bulb(s) required replacement.
3. Locate and remove the light bulb(s).
4. Insert new bulb(s).
5. Install the log set into the unit, pushing firmly against the glass. Replace the log set retaining screw into the ember bed.
6. Close the door.

Glass Cleaning

The clear door is cleaned in the factory during the assembly operation. During shipment, installation, handling, etc., the clear door may collect dust particles, these can be removed by dusting lightly with a clean dry cloth.

To remove fingerprints or other marks, the clear door can be cleaned with a damp cloth. The clear door should be completely dried with a lint free cloth to prevent water spots. To prevent scratching, do not use abrasive cleaners or spray liquids on the clear door surface.

Plastic Door Cleaning

To remove fingerprints or other marks, the clear door can be cleaned with a damp cloth. The clear door should be completely dried with a lint free cloth to prevent water spots. To prevent scratching, do not use abrasive cleaners or spray liquids on the clear door surface.

Brass Door Cleaning

To remove fingerprints or other marks, the clear door can be cleaned with a damp cloth. The clear door should be completely dried with a lint free cloth to prevent water spots. To prevent scratching, do not use abrasive cleaners or spray liquids on the clear door surface.

Nickel Door Cleaning

To remove fingerprints or other marks, the clear door can be cleaned with a damp cloth. The clear door should be completely dried with a lint free cloth to prevent water spots. To prevent scratching, do not use abrasive cleaners or spray liquids on the clear door surface.

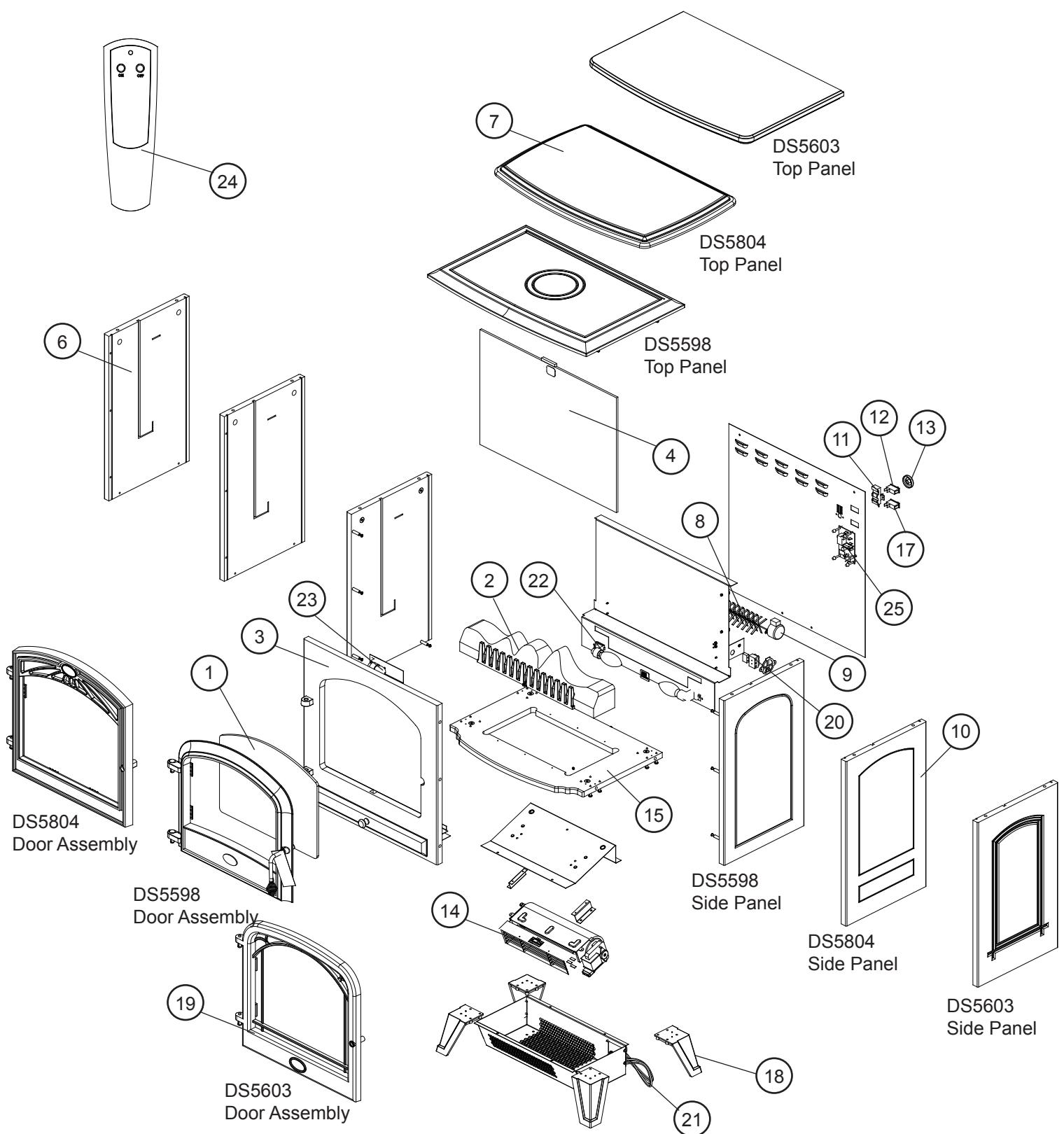
Stove Surface Cleaning

Use warm water only to clean painted surfaces of the Compact Stove. Do not use abrasive cleaners.

Servicing

⚠ WARNING: Except for light bulb replacement and cleaning described above, an authorized service representative should perform any other servicing.

Exploded Parts Diagram



Replacement Parts List

DS5598, SS5800PB, SS5858N

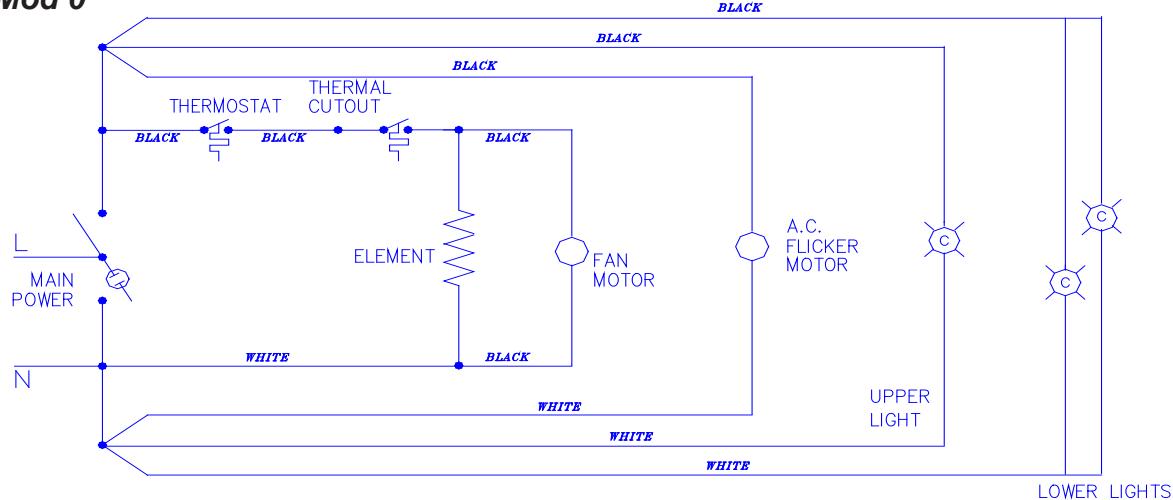
CATALOGUE NO.	DS5598			SS5800PB	SS5858N	DS5598			
	PART NO.	6900330100	6900330100	6900330100 6900330400	6900610100	6900610200	6900330700	6900330800	
	MOD. LEVEL	NONE	MOD A & B	MOD. C	MOD B	MOD NONE	MOD. D	MOD. E	
	MADE IN:	CANADA	CANADA	CANADA	CANADA	CANADA	CANADA	CHINA	
1	Front Glass	5900110100RP							
2	Log Set Assembly	0438270100RP							
3	Front Panel	Not Available							
4	Partially Reflective Glass	5900060400RP							
5	Minifix Bolt	Not Available							
6	Left Side Gable	Not Available							
7	Top Panel	Not Available							
8	Flicker Rod	Not Available							
9	Flicker Motor	2000140100RP					2000210100RP		
10	Right Side Gable	Not Available							
11	Thermostat	2300150100RP							
12	On/Off Switch	2800070100RP (Neon)		2800070200RP					
13	Thermostat Knob	8800000300RP							
14	Heater Assembly	Not Available		6902410100RP (send 7206910100R01)			2200490700RP		
15	Bottom Panel	Not Available							
16	Minifix Bolt	8000380100RP							
17	Heater On/Off Switch	N/A	2800070200RP						
18	Foot, Plastic		0438620159RP						
19	Door		Not Available						0438240159RP
20	Terminal Block								4000070100RP
21	Power Cord		4100040200RP						
22	Lower Light Assembly		2500080100RP						4200120300RP
23	Upper Light Assembly		2500100100RP						4200120400RP
24	Remote Control & Receiver		680024RPNEW						

DS5603, DS5804

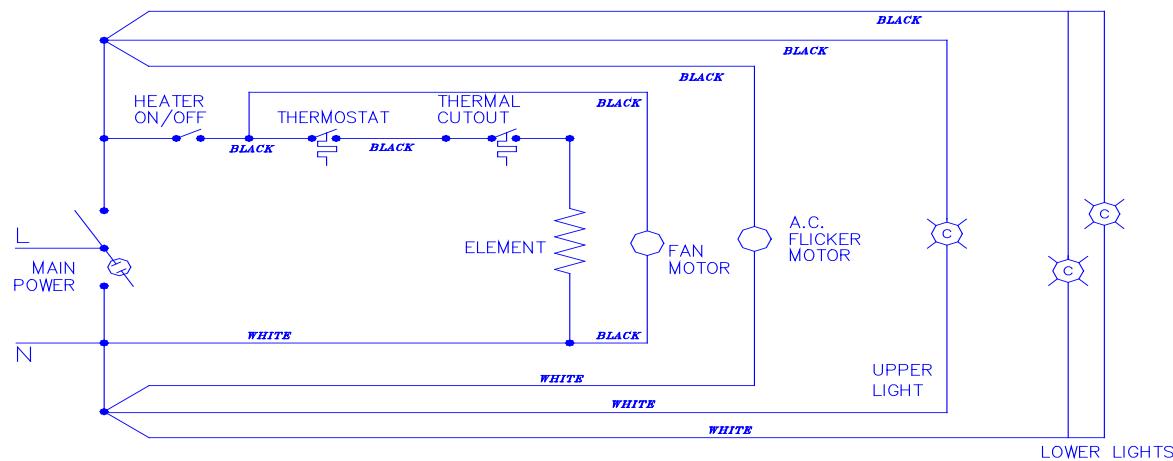
CATALOGUE NO.	DS5603				DS5804						
	PART NO.	6900330500	6900330600	6900330900	6900330900	6900331000					
	MOD. LEVEL	MOD. C	MOD. D	MOD. E	MOD. G	MOD. G					
	MADE IN:	CANADA	CANADA	CHINA	CHINA	CHINA					
2	Log Set Assembly	0438270100RP									
4	Partially Reflective Glass	5900060400RP									
8	Flicker Rod	Not Available									
9	Flicker Motor	2000140100RP		2000210100RP							
11	Thermostat	2300150100RP									
12	On/Off Switch	2800070200RP			2800071100RP	2800070200RP	2800071100RP				
13	Thermostat Knob	8800000300RP									
14	Heater Assembly	6902410100RP (send 7206910100R01)		2200490700RP							
17	Heater On/Off Switch	2800070200RP									
18	Foot, Plastic	0438620159RP									
19	Door	Not Available		0438600159RP		Not Available					
20	Terminal Block	N/A		4000070100RP							
21	Power Cord	4100040900RP									
22	Lower Light Assembly	2500080100RP		4200120300RP	4200121000RP	4200120300RP	4200121000RP				
23	Upper Light Assembly	2500100100RP		4200120400RP		4200120400RP					
24	Remote Control	680024RPNEW				3000370500RP	3000370500RP				
25	Remote Control Receiver					3000380200RP	3000380200RP				

Wiring Diagram

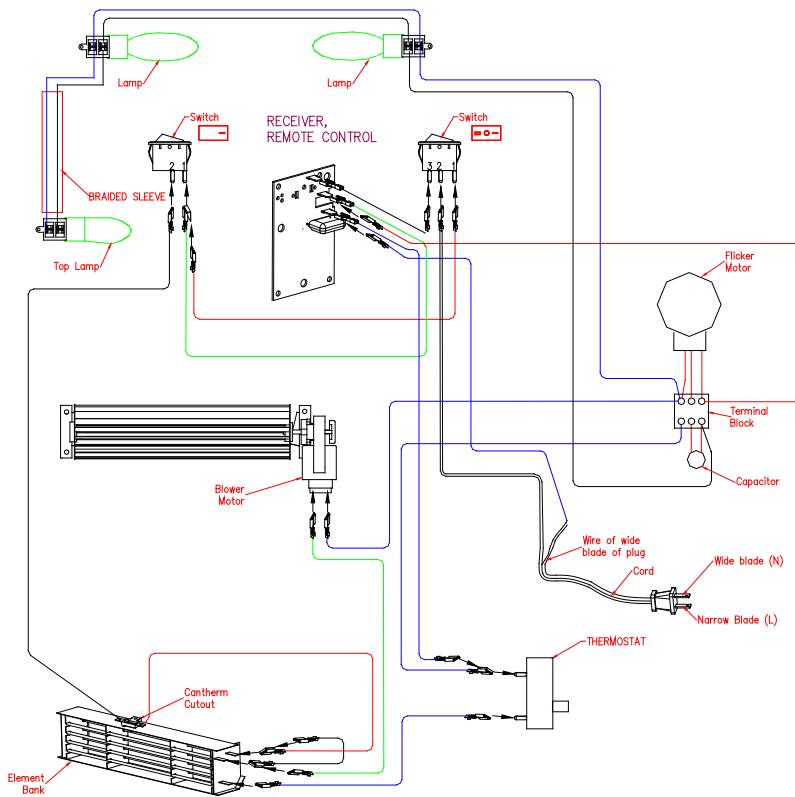
DS5598 Mod 0



DS5598 Mod A-E, SS5800PB, SS5858N, DS5603 Mod 0-E, DS5804 Mod 0-E



DS5603 Mod G, DS5804 Mod G



Main On/Off Switch Replacement

Tools Required: Philips head screwdriver
Flat head screwdriver

⚠ WARNING: If the fireplace was operating prior to servicing, allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

⚠ WARNING: Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Remove the stove pipe kit (if equipped).
2. With front door closed, gently place stove door side down on a flat surface.
3. Remove the retaining screws on the REAR stove legs with a screwdriver and remove the rear legs.
4. Remove the rear cover retaining screw located at the lower center of the rear cover.
5. Slide the rear cover down 4 to 6 inches and gently pull the cover up from both the top and bottom bowing it slightly and remove it from its mounting slot. When the cover is removed place beside the stove being careful not to damage any of the wiring.
6. Locate the main on/off switch mounted on the rear panel and disconnect the wiring clips and connections noting their original locations.

! NOTE: Use a flat head screwdriver to gently pry between the end of the connector and the switch to release the wires.

7. Depress the retainer clips on the rear of the switch and push the switch out of the rear cover.
8. Properly orient the new switch and connect all of the wiring clips and connections.
9. Reassemble in the reverse order as above.

Heater On/Off Switch Replacement

Tools Required: Philips head screwdriver
Flat head screwdriver

⚠ WARNING: If the fireplace was operating prior to servicing, allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

⚠ WARNING: Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Remove the stove pipe kit (if equipped).
2. With front door closed, gently place stove door side down on a flat surface.
3. Remove the retaining screws on the REAR stove legs with a screwdriver and remove the rear legs.
4. Remove the rear cover retaining screw located at the lower center of the rear cover.
5. Slide the rear cover down 4 to 6 inches and gently pull the cover up from both the top and bottom bowing it slightly and remove it from its mounting slot. When the cover is removed place beside the stove being careful not to damage any of the wiring.
6. Locate the heater on/off switch mounted on the rear

cover and disconnect the wiring clips and connections noting their original locations.

! NOTE: Use a flat head screwdriver to gently pry between the end of the connector and the switch to release the wires.

7. Depress the retainer clips on the rear of the switch and push the switch out of the rear cover.
8. Properly orient the new switch and connect all of the wiring clips and connections.
9. Reassemble in the reverse order as above.

Thermostat Replacement

Tools Required: Philips head screwdriver
Flat head screwdriver

⚠ WARNING: If the fireplace was operating prior to servicing, allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

⚠ WARNING: Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Remove the stove pipe kit (if equipped).
2. With front door closed, gently place stove door side down on a flat surface.
3. Remove the retaining screws on the REAR stove legs with a screwdriver and remove the rear legs.
4. Remove the rear cover retaining screw located at the lower center of the rear cover.
5. Slide the rear cover down 4 to 6 inches and gently pull the cover up from both the top and bottom bowing it slightly and remove it from its mounting slot. When the cover is removed place beside the stove being careful not to damage any of the wiring.
6. Locate the heater thermostat control mounted on the rear cover and disconnect the wiring clips and connections noting their original locations.

! NOTE: Use a flat head screwdriver to gently pry between the end of the connector and the thermostat to release the wires.

7. Pull off the thermostat control knob to expose the mounting screws.
8. Remove the mounting screws and remove the heater thermostat control switch.
9. Properly orient the new heater thermostat control and connect all of the wiring clips and connections.
10. Reassemble in the reverse order as above.

Remote Control Receiver Replacement

Tools Required: Philips head screwdriver
Flat head screwdriver

⚠ WARNING: If the fireplace was operating prior to servicing, allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

⚠ WARNING: Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Remove the stove pipe kit (if equipped).
2. With front door closed, gently place stove door side down on a flat surface.
3. Remove the retaining screws on the REAR stove legs with a screwdriver and remove the rear legs.
4. Remove the rear cover retaining screw located at the lower center of the rear cover.
5. Slide the rear cover down 4 to 6 inches and gently pull the cover up from both the top and bottom bowing it slightly and remove it from its mounting slot. When the cover is removed place beside the stove being careful not to damage any of the wiring.
6. Locate the remote control receiver mounted on the rear panel and disconnect the wiring clips and connections noting their original locations.

! NOTE: Use a flat head screwdriver to gently pry between the end of the connector and the receiver to release the wires.

7. The receiver is secured to the unit with plastic standoffs, these can be removed by using either: needlenose pliers and squeezing the tabs on each of the standoffs; or using wire cutters and cutting the standoffs from: above – flush to the board; or below the board - flush to the back panel. Pull the board off of the tabs, and remove the board from its location, noting its original orientation.
8. If the tabs were cut off, raise the top of the fireplace off your work surface and using needle nose pliers push the remainder of the original mounting tabs out of the back panel and push the new mounting tabs (supplied with the new board), into the same location from behind the panel.
9. Gently push the new board onto these mounting tabs according to the orientation of the original board.
10. Reassemble in the reverse order as above.

Flicker Motor/Flicker Rod Replacement

Tools Required: Philips head screwdriver
Flat head screwdriver
Needle-nose pliers

⚠ WARNING: If the fireplace was operating prior to servicing, allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

⚠ WARNING: Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Remove the stove pipe kit (if equipped).
2. With front door closed, gently place stove door side down on a flat surface.
3. Remove the retaining screws on the REAR stove legs with a screwdriver and remove the rear legs.
4. Remove the rear cover retaining screw located at the lower center of the rear cover.
5. Slide the rear cover down 4 to 6 inches and gently pull the cover up from both the top and bottom bowing it slightly and remove it from its mounting slot. When the cover is removed place beside the stove being careful not to damage any of the wiring.

6. Locate the flicker motor and flicker rod assembly and remove the wiring clips and connections noting their original locations.
 7. Remove the mounting bracket screws on the flicker motor side only and pull the assembly out of the other mounting bracket.
- NOTE: When removing the flicker motor some damage may occur to the flicker rod. If flicker rod is damaged replace to ensure proper operation.
8. To remove the flicker rod attach needle nose pliers to the spring on the motor shaft and pull while rotating in the opposite direction of the spring winding.
 9. To remove the flicker motor you must first remove the flicker rod (see above). Remove the motor mounting screws and remove motor from the mounting bracket.
 10. To replace the flicker rod attach needle nose pliers to the flicker rod spring and push onto the flicker motor shaft while rotating in the opposite direction of the spring winding.
 11. Properly orient the flicker motor and connect all of the wiring clips connections in their original locations.
 12. Reassemble in the reverse order as above.

Power Cord Replacement

Mod 0-B

Tools Required: Philips head screwdriver
Flat head screwdriver
Needle-nose pliers

⚠ WARNING: If the fireplace was operating prior to servicing, allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

⚠ WARNING: Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Remove the stove pipe kit (if equipped).
2. Open door by turning the handle $\frac{1}{4}$ turn to the right or left.
3. Remove the screw from the grate and ember bed.
4. Pull the ember and log assembly forward as permitted.
5. Lift log assembly up at one end and remove through door opening sideways.
6. Locate and remove the two heater mounting screws under the reflective milar sheet.
7. Close and lock the door by turning the handle $\frac{1}{4}$ of a turn to the right or left.
8. Gently place the stove, door side down on a flat surface.
9. Remove the retaining screws on the REAR stove legs with a screwdriver and remove the rear legs.
10. Remove the rear cover retaining screw located at the lower center of the rear cover.
11. Slide the rear cover down 4 to 6 inches and gently pull the cover up from both the top and bottom bowing it slightly and remove it from its mounting slot. When the cover is removed place it beside the stove being careful not to damage any of the wiring.

12. Locate and remove the rear heater mounting screws.
13. Locate and disconnect the power cord wiring connections noting their original locations.
14. With needle nose pliers grasp the power cord strain relief grommet from inside the heater cover and push while twisting to remove.
15. Pull the power cord out through the hole in the heater cover.
16. Install the new power cord through the hole in the heater cover and connect all of the wiring connections in their original locations.
17. Install the power cord retaining grommet on the power cord and insert into the hole in the heater cover.
18. Reassemble in the reverse order as above.

Mod C and Higher

Tools Required: Philips head screwdriver
Flat head screwdriver
Needle-nose pliers

⚠ WARNING: If the fireplace was operating prior to servicing, allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

⚠ WARNING: Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Remove the stove pipe kit (if equipped).
2. With front door closed, gently place stove door side down on a flat surface.
3. Remove the retaining screws on the REAR stove legs with a screwdriver and remove the rear legs.
4. Remove the rear cover retaining screw located at the lower center of the rear cover.
5. Slide the rear cover down 4 to 6 inches and gently pull the cover up from both the top and bottom bowing it slightly and remove it from its mounting slot. When the cover is removed place beside the stove being careful not to damage any of the wiring.
6. Locate and disconnect the power cord wiring connections noting their original locations.
7. Remove the heater cover retaining screws located on the bottom of the stove with a screwdriver.
8. Lower the heater cover off of the bottom of the stove being careful not to damage any of the wiring.
9. With needle nose pliers grasp the power cord strain relief grommet from inside the heater cover and push while twisting to remove.
10. Pull the power cord out through the hole in the heater cover.
11. Install the new power cord through the hole in the heater cover and connect all of the wiring connections in their original locations.
12. Install the power cord retaining grommet on the power cord and insert into the hole in the heater cover.
13. Reassemble in the reverse order as above.

Heater Assembly Replacement

Mod 0-B

Tools Required: Philips head screwdriver
Flat head screwdriver

⚠ WARNING: If the fireplace was operating prior to servicing, allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

⚠ WARNING: Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Do to the partial disassembly of the stove care must be taken not to scratch any surfaces or damage any components during the repair.
2. Remove the stove pipe kit (if equipped).
3. Open the door by turning the handle $\frac{1}{4}$ of a turn to the right or left.
4. Locate the cam locks on the side panels inside the upper corners of the stove and turn with a large slot screwdriver so the triangle on the cam lock is pointing up towards the top of the stove.
5. Close the front door and turn the handle $\frac{1}{4}$ of a turn to lock.
6. Gently place the stove, door side down on a flat surface.
7. Remove the retaining screws on the REAR stove legs with a screwdriver and remove the rear legs.
8. Remove the rear cover retaining screw located at the lower center of the rear cover.
9. Slide the rear cover down 4 to 6 inches and gently pull the cover up from both the top and bottom bowing it slightly and remove it from its mounting slot. When the cover is removed place it beside the stove being careful not to damage any of the wiring.
10. Locate the cam locks on the side panels inside the upper corners of the stove and turn with a large slot screwdriver so the triangle on the cam lock is pointing up.
11. Grasp the top at both sides and gently pull up to release the top.
12. Locate and remove the partially reflective glass by pulling it out of the slots being careful not to bump or drop it.
13. Locate the cam locks on both of the sides of the bottom panel, turn with a large slot screwdriver so the triangle on the cam lock is pointing towards the side panels.
14. Gently pull the side panels apart slightly from the rear of the stove to release the center plate.
15. Remove the plate by pulling up and out from the back being careful not to damage any of the wiring.
16. Locate and remove all of the heater assembly retaining screws from the bottom panel. Some if the screws are located under the reflective sheet.
17. Lift the heater assembly up through the bottom panel and separate the heater assembly from the mounting plate and the bottom cover.
18. Disconnect the wiring clips and connections noting their original locations.

! NOTE: Use a flat head screwdriver to gently pry be-

tween the end of the connector and the heater to release the wires.

19. Properly orient the new heater assembly and connect all of the wiring clips and connections.
20. Reassemble in the reverse order as above.

Mod C and Higher

Tools Required: Philips head screwdriver
Flat head screwdriver

⚠ WARNING: If the fireplace was operating prior to servicing, allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

⚠ WARNING: Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Remove the stove pipe kit (if equipped).
2. With the front door closed, gently place the stove, door side up on a flat surface.
3. Remove the heater assembly retaining screws located on the bottom of the stove with a screwdriver.
4. Lower the heater assembly off of the bottom of the stove being careful not to damage any of the wiring.
5. Disconnect the wiring clips and connections noting their original locations.

! NOTE: Use a flat head screwdriver to gently pry between the end of the connector and the heater to release the wires.

6. Remove the heater assembly mounting screws and remove the heater assembly.
7. Properly orient the new heater assembly and connect all of the wiring clips and connections.
8. Reassembly in the reverse order as above.

Troubleshooting Guide

PROBLEM	CAUSE	SOLUTION
General		
Circuit breaker trips or fuse blows when unit is turned on	Short in unit wiring.	Trace wiring in unit.
	Improper circuit current rating	Additional appliances may exceed the current rating of the circuit breaker or fuse. Plug unit into another outlet or install unit on a dedicated 15 amp circuit.
Unit turns on or off by itself	Remote Control has a similar frequency to other remotes in the area.	Replace Remote Control. Initialize Remote Control and Remote Control Receiver
	Radio frequency disturbance from outside sources.	Replace Remote Control and Remote Control Receiver, where necessary. Initialize Remote Control and Receiver
Lights dim in room while the unit is on	Unit is drawing close to circuit current rating	Move the unit to another outlet or install unit on a dedicated 15 amp circuit
Power cord gets warm	Normal Operation	The power cord may get slightly warm to the touch when the heater is on
	Defective power cord	Replace power cord if cord gets hot to the touch.
Appearance		
Fireplace does not turn on Manually	Improper operation	Refer to Operation Section
	No incoming voltage from the electrical wall socket	Check Fuse/Breaker Panel
	Loose wiring	Check wiring connections
	Defective On/Off or 3-Position Switch	Replace On/Off or 3-Position Switch (Depending on the model)
	Defective Remote Control Receiver (if applicable)	Replace Remote Control Receiver. Initialize with Remote Control
Fireplace does not turn on using the Remote Control (If Applicable)	Improper operation	Refer to Operation Section
	Remote Control not initialized to fireplace	Initialize the Remote Control
	Remote Control not working.	Install new battery into the Remote Control. Reinitialize remote where necessary
		Replace Remote Control or Remote Control Receiver, where necessary. Initialize Remote Control and Receiver.
Upper Lights not bright or visible	Burnt out light bulbs	Replace light bulbs
	Loose wiring	Check wiring connections
	Defective light harness	Replace light harness
Flame Frozen	Loose wiring	Check wiring connections
	Defective Flicker motor	Replace Flicker motor
Flame not bright or flame not visible	Burnt out light bulbs	Replace light bulbs
	Loose wiring	Check wiring connections
	Defective light harness	Replace light harness
Log set dim, not glowing	Burnt out light bulbs	Replace light bulbs
Flame Shudder	Defective Flicker motor	Replace Flicker motor
Light leaking around the log set	Log set not positioned properly	Check log set for proper fit

PROBLEM	CAUSE	SOLUTION
Heater		
Heater is not turning off	Improper operation	Refer to Operation Section
	Defective Heater On/Off Switch	Replace Heater On/Off Switch
	Defective Thermostat	Replace Thermostat
Heater is not turning on, but flame effect is still functioning	Improper operation	Refer to Operation Section
	Loose wiring	Trace wiring in unit
	Defective Heater On/Off Switch	Replace Heater On/Off Switch
	Defective Thermostat	Replace Thermostat
Heater is turning off after a couple of minutes of operation	Defective Heater Assembly	Replace Heater Assembly
	Build up of dirt/dust in heater assembly	Ensure that exterior intake louvers and firebox cavity are free of dirt/dust.
	Defective Heater Assembly	Replace Heater Assembly
Heater emits an odor	Normal Operation	Normal operation is when the heater emits an odor for a brief period after the heater is initially turned on. The heater is burning off any dust accumulated during manufacturing or operation.
	Defective Heater Assembly	Replace Heater Assembly
Heater fan turns on but heater lacks heat	Improper operation	Refer to Operation Section
	Loose wiring	Trace wiring in unit
	Defective Heater On/Off Switch	Replace Heater On/Off Switch
	Defective Thermostat	Replace Thermostat
	Defective Heater Assembly	Replace Heater Assembly
Heating element is glowing red	Normal Operation	Small glowing sections of the element are considered normal.
	Defective Heater Assembly	If larger glowing sections are causing the heater to trip the thermal cutout, unplug unit, discontinue use and replace heater assembly.
Noise		
Excessive noise with the heater on	Dirty blower assembly	Ensure that exterior intake louvers and firebox cavity are free of dirt/dust.
	Defective Heater Assembly	Replace Heater Assembly
Grinding or excessive noise with the heater off	Flicker rod hitting or rubbing against internal components	Ensure rod is straight and mounted properly in the bracket, spinning freely away from other components. Replace if necessary.
	Defective Flicker motor	Replace Flicker motor